

VOLUME I

CHAPTER 9

GENERAL OPERATING PROCEDURES AT MILITARY POST OFFICES

900. PURPOSE. This chapter prescribes operating procedures for MPO's. Procedures outlined in this chapter apply except when in conflict with policies established by the serving postmaster.

901. GENERAL. The MPS shall operate in agreement with postal laws of the United States, USPS regulations and instructions, and MPSA directives.

902. STANDING OPERATING PROCEDURES (SOPS).

1. Responsible commanders shall ensure SOPS are developed and maintained to provide detailed instructions for each functional area of postal operations not specifically covered by USPS or DoD Regulations and Directives. --These SOPS shall be combined with the Postal Operating Plan (POP) (see Appendix B.). At a minimum, SOPS shall be issued to address:

a. Security (including protection of mail and postal effects, access to MPO working areas, and mail transportation requirements).

b. Emergency destruction of USPS funds, accountable paper, mail, and postal equipment (see Chapter 2, paragraph 212.).

c. A postal operating plan using the outline shown in Appendix B.

903. MPO FACILITY AND STRUCTURAL STANDARDS. (See Chapter 13)

904. SERVICE STANDARDS.

1. Improving Service to Customers. Postal personnel can improve service by advising their customers to:

a. Inform correspondents and publishers of correct mailing address and include post office receptacle numbers, as applicable (See Section 122.8, DMM, reference (i), for address samples).

b. Submit change of address cards (currently in use by each Military Service), or PS Form 3575, "Change of Address Order (Card)," immediately when a new address is known after receipt of reassignment orders.

c. Notify the responsible mail clerk, mail orderly, or PSC when departing on leave or temporary duty.

d. Report to the postal officer or MPO supervisor any instance when inadequate mail service or other MPO problems are noted.

2. Postal Complaints and Inquiries.

a. Customers shall be encouraged to report instances of loss, rifling, and other mistreatment of mail, even though there may be no provision

for payment or indemnity. If a postal offense is suspected, refer to Chapter 14, paragraph 1402, for reporting requirements. USPS forms to be used when assisting customers are outlined in Parts 252 and 254, POM (reference (i)).

b. Complaints shall be given prompt attention and resolution, when possible. Major commanders shall establish local procedures for monitoring and processing customer complaints. USPS forms shall be used for this purpose.

c. When inquiries of a congressional or other high-level interest are referred by MPSA to commanders for investigation, the following information shall be included as a minimum in the response:

(1) Summary of an interview with person or persons involved, outlining any difficulty experienced in receiving or sending mail, to include circumstances.

(2) Any special circumstances that may have affected mail service.

(3) Evidence of other persons experiencing similar difficulties.

(4) If the person presently receives mail from correspondents and specifically from the person registering the complaint.

(5) When complaints involve a specific item of mail, if that item was received.

(6) Correct mailing address of the person involved.

(7) Average transit time for all classes of mail to and from the address of mailing.

(8) Statement concerning the quality of mail service.

(9) Any additional information that will assist in making a reply.

3. Customer Information. At a minimum, MPO personnel shall ensure that the most current copies of the following are readily available or posted in plain view for use by postal customers:

a. USPS Publication 2, "Packaging for Mailing" (reference (i)).

b. USPS Publication 65A, "National ZIP Code & Post Office Directory" (reference (i)).

c. USPS Poster 103, "Domestic Postage Rates, Fees, and Information."

d. USPS Poster 51, "International Postal Rates and Fees."

e. USPS' Poster 74, "Packing Tips From Your U.S. Postal Service."

f. USPS Form 4314-C, "Consumer Service Card."

- g. Example of a properly completed change of address card.
- h. Example of a correct mailing address to be used by customers.
- i. Hours of operation.
- j. Mail collection and closeout times.
- k. Customs information.

NOTE : If all services are not provided at your facility, you need only maintain those USPS publications, forms, notices, and posters that apply.

## 905. ACCEPTANCE AND TREATMENT OF MAIL.

### 1. Mail Classification and Rates.

a. Mail classification and rates are contained in the DMM (reference (i)). Postage shall be rated according to the service selected by the mailer and conform with postal requirements.

b. Domestic mail means mail transmitted within, among, and between the United States, its territories and possessions, and MPOS.

c. The rate of postage for zone-rated mail at an MPO is the same as its servicing gateway city. An exception to this general rule is that MPOS served through San Francisco or Seattle, except Alaskan MPOs, shall use local to zone two, as appropriate, for mail addressed to Hawaii.

d. The rate of postage for zone-rated mail that is mailed at or addressed to MPOS and which is transported directly to or from MPOS at the expense of the Department of Defense, without transiting the 48 contiguous States (including the District of Columbia), shall be the local zone rate.

### 2. Acceptance, Handling, and Treatment of Mail

a. The acceptance, handling, and treatment of mail shall be in accordance with instructions contained in the DMM and POM (reference (i)), other USPS instructions, as applicable, and DoD implementing documents.

b. Packing and wrapping shall be in accordance with the DMM and the IMM (reference (i)), as applicable. Mail that is packaged insufficiently to withstand normal handling may not be accepted for mailing. The responsibility for proper packing rests with the sender, but must be judged by the accepting clerk (see Section 120, DMM, reference (i)).

c. All mail should bear the name and address of the actual sender. (See Part 122.15, DMM, reference (i)). All parcels accepted for mailing shall bear the return address of the mailer as shown in Part 122.8, DMM (reference (i)). Authorized patrons who are changing duty stations (PCS), on temporary duty (TDY/TAD), or on leave from CONUS/other overseas locations shall use the military unit of assignment shown on their orders. Individuals being separated from the military shall use the Home Of Record (HOR) address on their orders as their return address.

d. Mail collection, postmarking, and sorting procedures are contained in Chapter 10.

e. Mail deposited for mailing at MPOS overseas, bearing the return address of persons or activities not authorized MPS privileges (see Appendix A), shall be returned to sender endorsed "SENDER NOT AUTHORIZED MPO PRIVILEGES." (See DoD 4525.6-M, Volume II, Chapter 5, Paragraph 506.3.A.(1), for an exception to this procedure.) Mail received for delivery at MPOS overseas bearing the address of persons or activities not authorized MPS privileges shall be returned to sender endorsed "ADDRESSEE NOT AUTHORIZED MPO PRIVILEGES."

f. Mail received for personnel with limited postal privileges (such as retirees and certain DoD contractors) that exceeds the prescribed weight limitations shall be returned to sender. Endorse each piece to show reason for return, for example, "MPO PRIVILEGES ARE LIMITED TO MAIL WEIGHING LESS THAN 1 POUND."

g. Parcels posted at the priority or PAL rates shall be marked appropriately before the actual sale of stamps or affixing of postage-meter tapes.

h. Parcels that bear address labels shall have postage affixed as required by Section 122.25, DMM (reference (i)).

i. Recall of mail by the mailer. (See Section 152.7, DMM, reference (i)).

j. Postage due mail shall be delivered as regular mail. The postage due may not be collected.

k. All MPO patrons not in uniform shall be required to present an official government identification (I.D. card) before being served to ensure they are authorized use of the Military Postal Service. I.D. cards shall identify the bearer by photograph and signature. When authorized personnel are not issued official government I.D. cards, U.S. passports in conjunction with a corporate I.D. known to be authorized MPO privileges may be used. At the discretion of the major overseas commander, military personnel in uniform shall not be required to present identification except when cashing money orders, or paying for postal services with personal or travelers checks.

l. When determined necessary by the major overseas commander to assist in controlling contraband mailings, patrons may be required to sign their names directly below the return address on parcels. When mailing a parcel for someone else, the individual mailing the parcel will be required to enter "mailed by" and his signature directly below the return address on the parcel. If these procedures are implemented, military postal clerks shall identify every mailer by checking the ID card against the return address on each parcel accepted for mailing.

3. Special and Supplemental Mail Services. Special delivery, special handling, certificates of mailing, return receipts, and restricted delivery shall be processed in accordance with Parts 915, 916, 932, and 933, and Section 930, DMM (reference (i)), respectively. Special delivery and special handling do not apply to mailings between military installations or between MPOs.

4. Sales and Cancellations for Philatelic Purposes. (See Section 244, POM, and Part 164, DMM, reference (i).)

a. Philatelic services shall be accomplished within the resources of the post office and may not be provided if they interfere with regular business. Limit covers to private (personal) use with a maximum of five from each collector. Covers falling within one or more of the following categories shall be returned to sender with a letter of explanation. These covers may not have a postmark or cachet applied:

(1) Receipt of more than five covers from any one collector.

(2) Covers received after the established deadline date.

(3) Covers bearing insufficient or foreign postage.

b. To protect the interest of philatelists and the authenticity of their collection, the cachet stamp described in Section 244.6, POM (reference (i)), shall be destroyed immediately after all eligible covers have been processed and, in any event, no later than midnight of the day of the event being commemorated.

c. Stamp collectors may use precanceled stamps that are in excess of their needs as postage on personal mail, without obtaining the mailing permit required by Part 143.41, Domestic Mail Manual. Stamp collectors using precanceled stamps must personally present the letter or parcel bearing precanceled stamps to a postal clerk at the MPO. The clerk shall not postmark precanceled stamps, but will dispatch the article to end destination after verifying correct postage has been affixed.

5. Accountable Mail (Insured, Certified, and Registered).

a. Customers presenting parcels containing jewelry, watches, and other high-dollar value items shall be advised to use registered or insured mail; however, neither is required. When mailed to international addresses, such articles should, when appropriate, be insured (not registered), to provide customers maximum protection against loss or damage.

b. Insured mail provides indemnity claims coverage up to \$500.00 for an article that is lost, rifled, or damaged. Procedures outlined in Part 913, DMM, and the IMM (reference (i)) apply to acceptance and processing of insured mail. MPCs shall recommend registration, except when international mail is used, for items valued in excess of \$500.00, or for those items considered to be irreplaceable.

c. Certified mail service provides for a mailing receipt and record of delivery at the office of address only. Procedures outlined in Part 912, DMM (reference (i)), apply to acceptance and processing of certified mail. Certified mail service is not available for international mail.

d. Insured mail receipts, PS Forms 3813. "Receipt For Domestic Insured Parcel," and 3813-P, "Receipt For Insured Mail-Domestic/International," shall be completed by the postal clerk to include MPO number and unit designation, when applicable.

e. Processing and handling of registered mail is contained in Section 911, DMM (reference (i)), and in Chapter 8. (See Volume II, Chapter 4, Paragraph 406 for delivery instructions).

f. For guidance on claims procedures, see paragraph 906.6.

6. Collect On Delivery (COD) Mail.

a. MPOS may not accept COD mail (Section 914, DMM, reference (i)).

b. While U.S. civil post offices are not authorized to accept COD Mail addressed to an MPO, such articles, if received, by an MPO shall be delivered. Designate a clerk to deliver COD articles, if received. The postal clerk designated to deliver COD articles shall collect the COD charges either in cash plus the fee for a MO, or, by check made payable to the mailer (no more fees are collected). If the MO fee reflected on the COD tag is not the amount charged MPO customers, amend the tag accordingly. The COD tag shall be signed by the addressee or the addressee's authorized agent. The postal clerk shall also sign the tag and complete the back. The COD tag is then filed at the MPO to serve as a receipt of delivery. After delivery, a MO in the amount of the COD charges shall be issued (Section 914.621, DMM, reference (i)), and remitted to the mailer if cash was collected. If the COD charge was paid by check send the check to the mailer. PS Form 3827 shall be sent to the postmaster of the mailing office, advising that acceptance of COD mailings to MPO addresses is prohibited.

7. General Delivery Service.

a. Information pertaining to each person served through general delivery shall be included in the directory file. Refer to Volume II, Chapter 6, paragraph 602, for instructions for developing and maintaining directory files.

b. If the host country does not object, dependents may be provided general delivery service when separated from their sponsor. This extends to (1) dependents who are command-sponsored but, due to assignment of the sponsor to a noncommand-sponsored area within the command, must reside apart from the sponsor and be served by a different MPO; and (2) dependents who reside in the overseas command when their sponsor is reassigned involuntarily from that area to a short-tour area.

8. Business Reply Permits. Business reply permits (Section 917, DMM reference (i)) are not authorized for issue at MPOs. However, business reply mailings for domestic mailings shall be accepted without payment of postage. Business reply mailings to international addresses may not be accepted without prepayment of postage.

9. Free Mailing Privilege (39 U.S.C. 3401, reference (b))

a. The free mailing privilege is authorized for members of the U.S. Armed Forces on duty in combat areas specifically designated by the Secretary of Defense, by authority of Executive Order 12556. When in force, the privilege applies equally to persons no longer in a combat area but, due to a wound, disease, or other injury incident to service in the designated combat area, are

hospitalized in any Armed Forces or Veterans Administration medical center. MPSA shall publish detailed implementing instructions prescribing the provisions of this privilege.

b. Letter mail or sound-recorded communications having the character of personal correspondence posted under this privilege shall have the word "FREE" written or printed by the mailer in the upper right-hand corner where postage ordinarily would be placed.

c. Mobile units that do not have post offices may dispatch FREE mail originating in a designated combat area through postal facilities located outside the designated area when necessary. Eligible mail shall be marked "FREE", tied out separately, and bear a facing slip with the notation "CERTIFIED TO BE FREE MAIL ORIGINATING IN A COMBAT ZONE" with the signature of the mail clerk or mail orderly.

d. When provided for by international agreement, free mailing privileges may also extend to international mail posted to countries to whom the agreement applies. For international mail posted under this privilege, the mechanically printed or rubber stamped word "POSTAGE PAID" and "PORT PAYEE" shall appear instead of "FREE" in the upper right corner of the envelope (address side). MPSA shall publish implementing instructions detailing the provisions of the FREE international mail. This endorsement normally shall be affixed at the MPO of dispatch by use of a rubber stamp. Under no circumstances shall it be handwritten.

10. Absentee Balloting Material Section 137.3, DMM (reference (i)). This category of mail shall be accorded the most expeditious handling and transmission possible and shall be processed as personally addressed official mail. Ballots and other voting material in card or letter form shall be postmarked and placed on top of the appropriate letter package (see Chapter 10, paragraph 1002.5). In accordance with 39 U.S.C. 3406, any U.S. citizen, with or without MPO privileges, can mail balloting material from any MPO, U.S. embassy, or U.S. consulate.

11. Acceptance Procedures for Official Indicia Mail. Mailings under DoD official indicia shall be in compliance with the respective Military Service's regulations and instructions.

12. Receptacle Service. (See Volume II, Chapter 5.)

13. International Mailing.

a. If not otherwise prohibited by the host government of the country in which a post office is operating, items addressed for delivery in foreign countries, including the host country, may be accepted for mailing. Mailings shall be in accordance with Section 125, DMM (reference (i)) and the individual country listing in the IMM (reference (i)). .

b. Normally, mail accepted at MPOS addressed to foreign countries shall be exchanged through an MPO designated as an International Exchange Office (IEO). However, this does not preclude exchange of mail between MPOS and local host civil post offices when not prohibited by the governing status-of-forces agreement (SOFA).

c. Customers shall be advised to use the host government postal service when a savings in postage or other advantages exist.

#### 14. Privileged Nature of Mail and Postal Records

a. Information regarding postal matters may not be released, except as provided for in Subchapter 350, ASM (reference (i)).

b. USPS records may not be removed from the custody of MPOS, except as provided for below. Examination of USPS records that contain personal information about any person or that provide a basis for inferring any information about a person is permissible only in accordance with Subchapter 350, ASM (reference (i)), and with the following supplemental instructions that apply to USPS records, regardless of whether they do or do not contain personal information.

(1) Examination of USPS records by authorized personnel shall be permitted only in the presence of the MPO supervisor or an MPC designated by the MPO supervisor.

(2) Individuals or agencies desiring to examine USPS records in connection with official investigations shall have written approval of the responsible commander for the operation of the MPO concerned. Requests to examine USPS records shall include: 'The military investigating agency's case number, investigating agent's name, identity of the MPO involved, and summary of the incident being investigated. Examination shall be limited to those records pertaining directly to the incident being investigated.

(3) Photostats or true copies of records shall be released only with prior approval from the responsible commander concerned.

(4) Requests for MO information shall be handled in accordance with Section 941.41, DMM and Subchapter 350, ASM (reference (i)).

(5) Original records may be released to officials or agencies conducting official investigations. Notification of release shall be reported to MPSA through channels. Copies of records to be released shall be prepared and maintained as part of the original file, pending return. The reproduced copies shall be annotated with the investigative agency case number, agent's name, agency location, and date original records are to be returned.

c. Records pertaining to individual transactions of customers, as distinguished from official investigations, shall be released only with prior approval of USPS. Requests shall be forwarded through appropriate military channels to MPSA.

d. Military and USPS records created by operation of MPOS shall be disposed of in accordance with the appropriate Military Service's file system instructions. Serving postal activities shall ensure proper administration of accountable mail records of deactivated and departing organizations and units.

#### 15. Nonmailable Items

a. Nonmailable items described in Section 124.13, DMM (reference (i)) that are detected at MPOS shall be withdrawn from the mails and retained at the



MPO, pending disposition instructions from the Postal Inspection Service, unless the postal officer determines the nonmailable matter is dangerous to persons or property, or constitutes a postal offense as defined in Chapter 14. In those instances the procedures outlined in paragraph 908.4 or 1402 will be followed, as appropriate.

EXCEPTION: The USPS Inspection Service has authorized MPO supervisors to destroy alcoholic beverages without prior disposition instructions. The destruction shall be witnessed by the MPO supervisor or postal officer, and sender and addressee shall be notified of the destruction.

(1) A message shall be sent to the appropriate JMPA with an information copy to MPSA-OP requesting disposition instructions be obtained from the Postal Inspection Service. The nonmailable matter shall be disposed of as advised by the Postal Inspection Service. If the parcel with the remaining matter is forwarded to the addressee, a letter of explanation shall be placed in the parcel.

(2) Both the sender and the addressee shall be advised of final disposition of the nonmailable matter.

b. Other nonmailable items discovered that are not described in Section 124.127, DMM (reference (i)), shall be handled as outlined in Section 124.128, DMM (reference (i)).

#### 906. PROTECTION OF MAIL AND POSTAL EFFECTS

##### 1. Security

a. The security of the mails and protection of postal property and effects are the responsibility of command. Security and protection must be adequate and maintained at all times. The instructions contained below establish only minimum requirements; therefore, commanders shall institute additional security measures, as necessary.

b. Accommodations for MPOS shall afford security against unauthorized entry and provide adequate working space (see Chapter 13). Particular attention shall be given to the procurement and use of safes and other adequate receptacles for safeguarding postal effects.

c. Field safes used as storage containers to safeguard mail and postal effects shall be secured to a fixed object within the postal facility to prevent removal.

d. When a safe or vault is not available to individual postal clerks, accountable items, such as blank MO forms, stamp stock, funds and other accountable items, shall be secured in a cashbox. During the postal clerk's absence from the post office, the cashbox shall be delivered for safekeeping to a person designated by the MPO supervisor or postal officer, who has an assigned safe or vault. The cashbox shall be receipted for on PS Form 1096, suitably modified for this purpose.

e. Personal effects may not be stored in MPOS and personal funds may not be kept in safes or other receptacles in the MPO.

f. Access to MPO work areas shall be limited to those personnel conducting official business at the facility, including designated postal clerks, officers, enlisted members, and civilians on official inspections and visits (such as USPS postal inspectors). Maintenance personnel and work details shall be allowed access only when escorted or under constant surveillance by military postal personnel.

g. Postal facilities shall be locked at all times during nonduty hours or when not in use. The MPO supervisor shall be the custodian of the post office keys and shall keep a current list of those postal personnel who are issued a key. The keys shall be controlled strictly at all times. At one person MPOs, a duplicate key to the post office, for emergency purposes, shall be retained by a designated official from the host command, or other activity that can provide safekeeping (follow procedures outlined in paragraph 806.2.a.).

h. When military postal facilities, including railway mail cars and trucks, are damaged by fire, flood or other catastrophes, or if a burglary or forced entry occurs, the MPO supervisor shall arrange for security guards to be posted to safeguard mail, postal effects, equipment, and property, until security can be maintained without their presence.

i. To maintain security, MPO personnel shall deliver mail only to the addressee or agent, or transfer it to other MPOS or designated mail clerks only when proper identification is presented.

## 2. Safeguarding Combinations and Duplicate Keys to Containers.

a. Combinations and keys to containers in which funds, postal effects, mail, or items of postal equipment are stored shall be sealed in PS Form 3977. Duplicate key envelopes shall be opened in accordance with instructions on the envelope. When combinations are involved, enough wrapping shall be used to cover the contents to prevent detection through the envelope. The name of the responsible person, a description of the contents, and location of applicable container shall be placed on the face of the envelope. The signature of the person to whom the container is assigned, and the COPE, MPO supervisor, or designated official shall be placed across the flap of the envelope and the envelope dated with the all-purpose date stamp. Envelopes shall be receipted for by the COPE, MPO supervisor, or designated official from the clerk by using PS Form 1096, in duplicate, appropriately modified for this purpose. The clerk shall retain the original receipt and the duplicate shall be maintained with this envelope, safeguarded by the holder.

b. Envelopes of the COPE shall be signed for and safeguarded by the COPE's supervisor.

c. The host or other support activity shall be requested to designate an official to sign for and safeguard envelopes when (1) financial units are not located at the MPO site; (2) the MPO supervisor is also the COPE; and (3) the MPO supervisor is separated physically from the COPE's location.

### 3. Disposition of Damaged Mail Matter

a. Securely rewrap or reseal damaged mail and endorse "REWRAPPED" or "RESEALED," as appropriate. All damaged mail, except registered, whether or not rewrapping or resealing is required, shall be endorsed "DAMAGED IN HANDLING IN THE POSTAL SERVICE" using USPS rubber stamp, item R222. Damaged registered mail shall be handled and endorsed as outlined in Chapter 8, paragraph 805.3., above. The postal clerk shall initial and date the endorsement.

b. Mail matter damaged as a result of a catastrophe shall be recovered and every effort made to repair or rewrap mail matter and identify addressees. A letter of explanation outlining the circumstances shall be enclosed in each repaired or rewrapped item of mail. Mail matter shall be forwarded under first-class USPS indicia to each addressee.

4. Articles Found Loose in the Mails. Every effort shall be made to match any article found loose with its envelope or wrapper. Articles not matched with wrappers shall be disposed of as follows:

a. Articles of minor value such as pens, pencils, and stationery shall be given to chaplains or other officials designated by commanders for disposition.

b. Articles, such as food, tobacco products, toothpaste, and cosmetics and articles contained in parcels with sender's instructions to abandon if undelivered shall be destroyed.

c. Articles of obvious value (including money) shall be transmitted by registered USPS indicia mail to the appropriate serving postmaster along with a letter of explanation.

5. Uncanceled Stamps Found Loose in the Mails. Process as outlined in Part 159.432, DMM (reference (i)).

### 6. Insurance (Indemnity) Claims

a. Insurance claims shall be processed in accordance with procedures outlined in Part 149, DMM, and Part 928, IMM (reference (i)).

b. Instances of loss, damage, theft, wrong delivery, or rifling of accountable mail allegedly attributed to military postal clerks shall be reported in accordance with Chapter 14, paragraph 1402.

c. The respective Military Services assume claim responsibility for numbered insured and registered mail while in the custody of unit mail clerks or mail orderlies. Action shall be taken to resolve claims in military claims channels when MPO records reflect that an article was delivered properly to an authorized unit mail clerk or mail orderly and not later returned to the MPO. Instances of questionable authentic delivery to the addressee shall be reported as a postal offense, since it may be necessary to resolve claims through military claims channels.

d. When a numbered insured or registered article is delivered correctly to a non-DoD unit or activity, the article is considered to have been delivered to the addressee; therefore, payment of claims for loss by a respective Military Service or USPS may not be made.

e. MPO supervisors shall ensure a suspense system is established for prompt processing of incoming claims.

f. If delivery records indicate the article in question was forwarded to another intratheater MPO, forward the claim to the MPO involved and notify the dispatching postmaster that the claim was forwarded to another MPO for processing.

g. For registered mail claims originating at an MPO, dispatch records shall be checked to verify dispatch of the article in question.

h. Damaged insured articles shall be disposed of in accordance with Section 149.6, DMM (reference (i)). Articles having salvage value shall be stored in a sealed container or lockable area until they are forwarded to the dead parcel branch of the serving postmaster. Disposition shall be annotated on the post office record of claim. PS Form 3831, "Receipt For Article(s) Damaged In Mail," when applicable, shall be completed and the duplicate retained with post office record of claim. The MPO supervisor shall verify mailings to dead parcel branch or destruction of totally damaged articles having no salvage value. Damaged registered articles (see Part 149, DMM, reference (i)) shall be retained at the MPO until released by USPS.

i. MPOS receiving fees for claims information under provisions of Part 149.24, DMM (reference (i)), shall forward such fees to their serving postmaster. (See Chapter 5, Table 5-2) Submit a letter of explanation to the postmaster with the fees. Do not account for the fees in assigned fixed or flexible credits. If a fee is not included with the claims research request, return the request to sender with a cover letter explaining that the fee is required. Do not provide the research, unless the fee is received.

#### 907. CUSTOMS PROCEDURES AND REQUIREMENTS .

1. Responsibility for Compliance. Compliance with custom laws is the responsibility of the individual mailer. Postal personnel shall assist mailers to the extent of ensuring that the appropriate customs declaration form is attached to items presented for mailing.

2. Articles Addressed from MPOS to International Addresses. Restrictions, prohibitions, and customs declaration forms required for articles mailed from MPOS to international addresses are contained in the IMM (reference (i)).

3. Articles Addressed to MPOs. Restrictions, prohibitions, and customs declaration forms required for articles addressed to MPOS overseas are shown in Exhibit 125.2, DMM (reference (i)).

#### 4. Mail Subject to Customs Examination and Duty

a. All mail believed to contain merchandise, including sealed letters, letter packages, returned articles of U.S. origin, and printed matter that is

mailed outside the Customs Territory of the United States (CTUS) and is addressed for delivery to a point within the CTUS is subject to customs examination by U.S. Customs officials. See USPS Publication 4 (reference (i)) for guidance on which products may or may not be imported into the United States.

b. Merchandise mailed to the United States for which entry free of customs duty is not specifically provided is subject to customs duty.

#### 5. Customs Declarations

a. Letter mail containing merchandise, letter packages, and all parcels that contain merchandise mailed at MPOS from outside the CTUS and addressed for delivery in the United States shall be accompanied by a customs declaration form (PS Form 2976, "Customs--Douane Cl", PS Form 2976-A, "Customs Declaration," or PS Form 2966-A, "Parcel Post Customs Declaration (Label)," as appropriate.

(1) Either a PS Form 2976, or 2966-A may be used, provided it is completed properly and lists and describes the entire contents. The class of mail does not determine the customs form to be used. However, as a general guide, PS Form 2976' should be used on parcels too small to accommodate a PS Form 2966-A.

(2) When the sender prefers not to show the nature of the contents on the outside of the article being mailed, only the upper part of PS Form 2976 shall be affixed to the address side of the article and PS Form 2976-A shall be completed and enclosed inside the article.

b. Customs declarations are not required on official mail, except as required by Part 144.1, IMM, (reference (i)).

6. Personal and Household Effects Personal and household effects of personnel returning to the United States under government orders upon the termination of extended duty at a post or station outside the CTUS may be exempt from customs duty. In this case a copy of the orders shall be attached to the outside of the parcel or enclosed inside. The address side of the parcel shall be annotated with "Free Entry Claimed Under Public Law 89-436, Movement Orders (Attached/Enclosed)." Parcels containing personal and household effects shall bear a completed customs form.

7. Bona Fide Gifts Not Exceeding \$50 in Value. Both military and civilian personnel authorized to use the MPS may mail from post offices located outside the CTUS bona fide gifts not exceeding \$50 in value (the limit is \$100 when from Guam, American Samoa, and the Virgin Islands) free of duty and internal revenue tax to donees (addressees) located in the United States. The value of the gift is determined by the retail value in the country of acquisition. Duty free mailings to the CTUS are subject to the following conditions:

a. Perfume containing alcohol (except when the accumulated value of all merchandise contained in the shipment does not exceed \$5) and tobacco products are not exempt from duty or tax.

b. A custom declaration form shall be completed and attached to each article or parcel mailed.

c. Each parcel shall be clearly marked "Bona fide Gift." To meet the qualification, the article formerly must have been owned by a donor who gave it outright, in its entirety, to a donee without compensation or a promise of compensation.

d. The exemption applies provided the accumulated value of such articles received by one person on 1 day does not exceed \$50. A parcel having a total value of more than \$50, that contains many individually wrapped and addressed gifts is entitled to free entry, provided the other conditions are met. The parcel shall be annotated on the address side indicating the number of separate packages contained therein and stating that each gift is valued at \$50 or less. If more than one package is intended for a single person, the parcel also shall be annotated to indicate that no single person is receiving gifts with an accumulated value of more than \$50.

8. U.S. Merchandise. Articles that are grown, produced, or manufactured in the United States and which, after having been exported, have not advanced in value or improved in condition, may be mailed back to the United States free of customs duty. However, a properly completed customs declaration form shall be attached to the address side of the parcel with the words "Returned U.S. Merchandise" written on the customs form.

9. Customs Collection. MPOS shall ensure that customs duty on mail bearing Customs Form 3419, "Customs Mail Entry Form," is collected when such parcels are received at MPOs located within the CTUS. This applies to US Navy ships that are within CTUS at the time such parcels are received on board. Parcels received at MPOS located outside the CTUS may be delivered without collection of customs. If such parcels bear Customs Form 3419, endorse the form "Delivered Outside the CTUS" and return the form to the issuing customs office.

a. Cash or personal checks may be accepted for payment of U.S. Customs fees. If the customer desires to pay with a personal check, follow the acceptance procedures outlined in Chapter 5, paragraph 501.8.

b. Customs collections shall be reported on PS Form 6019 prepared in duplicate, in accordance with Figure 9-1. All copies of the report shall be signed by the postal clerk preparing the PS Form 6019. The COPE, MPO supervisor, or reserve custodian shall verify and sign the report.

c. Submission of reports

(1) COPES with fixed credits shall submit funds derived for the collection of U.S. Customs duties not later than the next business day. The following procedures shall be followed:

(a) Obtain a "No Fee" money order in the amount of cash collected, made payable to the accountable postmaster when the patron has paid customs fees in cash. If a personal check was used to pay the customs fees, use the check for the remittance to the accountable postmaster.

(b) Remit the original PS Form 6019, Customs Form 3419, "NO Fee" MO and/or personal check to the accountable postmaster by first-class mail. (See Table 5-2).

10. REDLINING OF MAIL. The "Redlining" program is a joint initiative between the DoD and US Customs Service to prevent commercial quantities of merchandise or illegal trademarked items being mailed through the MPS to CONUS for resale. "Redlining" consists of the placement by MPS personnel of a red line thru the customs declaration on parcels mailed at MPOS. When placed on the customs declaration, the red line identifies to US Customs officials those parcels which are suspected of containing commercial quantities of merchandise. MPO clerks follow a profile developed by US Customs to help determine which parcels they should "Redline".

a. The implementation or termination of the "redlining" of mail at any MPO shall be at the direction of the Executive Director, Military Postal Service Agency (MPSA). Once implemented, an annual review by MPSA and US Customs of the need to continue the program will be made.

b. Any military servicemember or DoD civilian assigned to the MPO may "redline" parcels. The senior member of the MPO will monitor the program to ensure it is conducted in accordance with guidance provided by MPSA.

c. The MPO participation in the program shall be limited to the actual "redlining" of parcels. The US Customs Service shall be responsible for maintaining and providing the MPS with any statistics required to evaluate the effectiveness of the program.

908. MAIL SECURITY This section applies only to MPO mail overseas. For mail security matters concerning the civilian postal system not overseas, see Part 115, DMM, and Part 213, ASM (reference (i)). For purpose of this policy, overseas means any place outside the United States (the 50 states and the District of Columbia) in which the USPS does not operate a civilian post office. The terms "mail sealed against inspection," "sealed mail," "mail not sealed against inspection," and "unsealed mail" have the respective meaning given to them by Section 115.23, DMM (reference (i)).

1. Preserving Mail Security DoD personnel shall preserve and protect the security of all mail in their custody from unauthorized opening, inspection, reading of contents or covers, tampering, delay, or other, unauthorized acts. A service member or a civilian postal employee who commits or allows any such unauthorized act may be subject to prosecution under the Uniform Code of Military Justice (reference (p)) or federal civilian authorities, or to other disciplinary or administrative action. An employee having a question about proper mail security procedures that is not answered clearly and specifically by this policy, or by timely direction by his or her supervisor, shall resolve the question by protecting the mail in all respects and moving it, or letting it move, without interruption, to its destination.

2. Opening, Reading, and Searching Mail

a. Mail Sealed Against Inspection. No person may open, read, search, or divulge the contents of mail sealed against inspection, even though such mail may be believed to contain criminal or otherwise nonmailable matter or evidence of the commission of a crime, except in the following circumstances:

(1) When MPC or postal officer acts with the consent of the addressee or sender.

(2) When an authorized person executes a search warrant or search authorization in accordance with paragraph 908.6.

(3) When a military official conducts an inspection under paragraph 908.10.b. below, or under other circumstances prescribed by the ASD(P&L).

(4) When an authorized person acts under paragraph 908.4.

b. Mail Not Sealed Against Inspection. No person may open, read, search, or divulge the contents of mail not sealed against inspection, except in the following circumstances:

(1) When such action would be authorized with respect to mail sealed against inspection under paragraph 908.2.a., above.

(2) When authorized MPC or postal officer takes such action in order to determine the mailability of the contents or whether the correct postage has been paid. For instructions on nonmailable items that are detected at MPOS, see paragraph 905.15.

c. Correspondence Permitted to be Enclosed in Unsealed Mail. The contents of correspondence permitted to be sent by the blind in special or raised characters or in the form of sound recordings and by school children at the international printed matter rate may not be divulged except to an MPC or postal officer acting with the consent of the addressee or sender, or to an authorized person executing a search warrant or search authorization in accordance with paragraph 908.6.

3. Permissible Detention of Mail. No person may detain mail except:

a. Any MPC or postal officer upon reasonable suspicion, for a brief period of time, usually no longer than 72 hours, so that military officials acting diligently and without avoidable delay may assemble enough evidence to satisfy the probable cause requirement for a search authorization under paragraph 908.6, and to apply for, obtain, and execute the authorization.

b. Any MPC or postal officer acting in strict accordance with this Manual (for example, paragraphs 908.4., 908.6., 908.7., 908.8., or 908.10.)

c. Any MPC or postal officer acting with expressed consent of the addressee or sender.

d. Any MPC or postal officer acting under an order issued under 39 U.S.C. 3005 (reference (b)), relating to false representations, lotteries, and unlawful matter.

e. Any MPC conducting a mail cover by direction of his or her supervisor.

f. Any MPC or postal officer acting under an order of a federal court or an official authorized to issue a search authorization under paragraph 908.6.a.(2).

4. Mail Reasonably Suspected of Being Dangerous to Persons or Property. Any MPC or postal officer or any person acting under the authorization of such a clerk or officer may detain, open, remove from postal custody, and process



or treat mail, sealed or unsealed, reasonably suspected of posing an immediate danger to life or limb, or an immediate and substantial danger to property, without a search warrant or authorization. See Volume II, Chapter 3, paragraph 310, for guidance in identifying suspected mailings. Such detention is allowed only to the extent necessary to determine and eliminate the danger. A complete written and sworn statement of the detention, opening, removal, or treatment, and the circumstances that prompted it, signed by the person purporting to act under this paragraph, shall be forwarded promptly to the Military Service's senior postal official in the major overseas command. When harmful matter is discovered, such incidents shall be reported as a postal offense as outlined in Chapter 14.

a. Contaminated Mail. Contaminated mail is any mail that has been exposed to toxic agents (i.e., Nuclear, biological, or chemical). Anytime that mail is believed to be contaminated, the postal clerk will contact local NBC authorities. These officials will determine how persistent the agent is and the capability of the mail to be decontaminated (without damaging the contents). All mail that can not be decontaminated will be destroyed IAW guidance set forth by the NBC authorities. The authority to have mail detained, segregated, and, if necessary, destroyed is in DMM Part 115.41 and paragraph 908.4. Contaminated mail should be segregated and secured from uncontaminated mail. All incidents of mail destroyed for this reason shall be reported to MPSA. See Chapter 14, paragraph 1406, for reporting procedures.

5. Disclosure of Information About Mail Sent or Received By Particular Senders or Addressees Except as provided in paragraphs 908.5.a through e., no MPC or postal officer shall disclose information from the outside cover of any piece of mail; information obtained from any inspection of the contents of mail; or any other information that concerns any mail sent or received by any particular sender, addressee, or group of senders or addressees, that he or she obtains or controls in the performance of his or her other official duties. Any MPC or postal officer may disclose such information:

a. To appropriate military postal officials for their official use, including appropriate reference to law enforcement authorities, when there is a reasonable basis to suspect that such information is evidence of the commission of a crime, including a violation of 10 U.S.C. 877-934 (reference (p)).

b. Under paragraph 908.8. regarding mail covers.

c. Under search warrant or search authorization in accordance with paragraph 908.6.

d. Under order of a federal court or military judge or magistrate.

e. With the consent of the sender or addressee, or the authorized agent of either.

6. Execution of Search Warrants and Authorizations

a. Warrant Issued By Federal Court or Served By Federal Officer and Search Authorizations

(1) A search warrant duly issued under Rule 41 of the Federal Rules of Criminal Procedures shall be executed as provided in Section 115.62, DMM (reference (i)). Usually, a warrant issued by a federal court or served by a federal officer is issued under Rule 41 and is duly issued if signed and dated within the past 10 days.

(2) A written search authorization under Military Rule of Evidence 315 (reference (p)) shall be executed as provided in paragraph 908.6.b. For purpose of this policy, a search authorization may be issued only by the following officials:

(a) A commanding officer authorized to convene a special court-martial under Article 23(a) (reference (p)) who is authorized by the Manual for Courts-Martial (reference (p)) to issue search authorizations for the particular person or location involved.

(b) A military judge or magistrate authorized by Military Service regulations to issue search authorizations. Requests for initiation of written search authorizations shall be referred to the appropriate -military investigative or law enforcement agency or the appropriate chain-of-command official for action.

(3) No MPC or postal officer shall permit the execution of a search warrant issued by a state court and served by a state officer. If in doubt, the MPC or postal officer shall detain the mail in question temporarily and promptly call his or her supervisor for guidance.

b. Execution Procedures for Search Warrants and Search Authorizations

(1) A military official may execute a search authorization only when accompanied by a MPC or postal officer.

(2) A duly authorized official may execute a search warrant under Section 115.62, DMM (reference (i)).

(3) Mail maybe taken from postal custody under the authority of a search warrant or search authorization only if the person executing the warrant leaves a copy of the warrant or authorization and a receipt or inventory. The receipt or inventory shall be made out in the presence of the accompanying MPC or postal officer and shall describe specifically each piece of mail taken, including all service endorsements on the cover (such as registry, insurance, or certified mail numbers). The receipt or inventory may be attached to the copy of the warrant or authorization, or written on the reverse side of the copy of the warrant or authorization. A report of seizure shall be submitted as outlined in paragraph 908.11.

(4) If mail is searched and does not contain the suspected matter, a letter explaining the circumstances with a copy of the search warrant shall be enclosed in the resealed article.

7. Cooperation with Federal Agencies for Access to Mail Any MPC or postal officer receiving a request from a federal law enforcement, intelligence, or other agency, or from a foreign government, for access to, or information about, particular mail matter of any class in the custody of the MPS

shall refer the request to the military postal official authorized to order mail covers under paragraph 908.8. The requestor shall be informed that the approving official is responsible for liaison with all government agencies with respect to a request of this kind. The military postal official shall comply with such a request only as authorized by this policy. If the conditions described in paragraph 908.8. , exist, a mail cover may be ordered following the provisions of paragraph 908.8. If the agency or foreign government seeks a search authorization, the military postal official shall refer the agency or foreign government to the appropriate military law enforcement or investigative agency for action under paragraph 908.6.a.

## 8. Mail Covers

### a. Definitions

(1) Mail Cover The process by which a record is made of any data appearing on the outside cover of any class of mail matter, or found in the contents of any mail not sealed against inspection when such mail is opened in accordance with paragraph 908.2.b. , to determine the mailability of the contents or whether the correct postage has been paid.

(2) Fugitive. Any person who has fled from the United States or any state, territory, the District of Columbia , or a possession of the United States, to avoid prosecution for a crime, or to avoid giving testimony in a criminal proceeding.

(3) Protect the National Security To protect the United States from actual or potential threats to its security by a foreign power or its agents under the following situation:

(a) An attack or other grave hostile act.

(b) Sabotage or international terrorism.

(c) Clandestine intelligence activities. .

b. Military Mail Cover Authority: The senior military official who has responsibility for postal operations of each major overseas command within each of the respective Military Services, and not more than three designees of each official in grade O-5 or above, who has or have been so delegated in writing, may order mail covers within the geographic area of the major overseas commands to which they are assigned. A mail cover may be ordered only when a written request is received from a military law enforcement or investigative authority or from the commanding officer of the person whose mail is to be subjected to the mail cover process. The request may be granted only if the military official , or his or her designee, has a reasonable suspicion based on stated facts that the mail cover would (1) aid in locating a fugitive; or (2) assist in obtaining information concerning the commission or attempted commission of an offense punishable by a punitive discharge or by confinement for more than 1 year. Additionally, the senior military official having responsibility for postal operations of each major overseas command within each of the respective Military Services may order a mail cover upon written request

of a DoD intelligence component, when the senior military official has a reasonable suspicion, based on articulable facts, that the mail cover is necessary to protect national security. The authority may not be redelegated.

c. Oral Orders and Requests: When time is critical, the senior military official, or his or her designee, may issue an oral mail cover upon an oral request to be confirmed by the requesting authority in writing within 2 working days. With respect to mail covers believed to be necessary to protect national security, an oral order may be issued only by the senior military official. No information may be released until an appropriate written order is received from the official who issued the oral order.

d. Forwarding Order and Justification The official who orders a mail cover shall ensure that a copy of the written justification and order for the mail cover is forwarded by the most expeditious means; for example, an electrical message system to the Military Service's senior official who has responsibility for postal operations with the major overseas command.

e. Compilation of Record Information shall be compiled by the MPO supervisor or by a designated postal clerk. Information collected may not be released to the military investigative agency, or any other agency, until release is authorized by the official who ordered the mail cover.

f. Disposition of Record Disposition of the compiled record of the mail cover shall be as directed by the official who ordered the mail cover. No other record or file shall be maintained, nor is reproduction of any portion of the file authorized.

g. Time Limit Except for mail covers ordered upon subjects engaged or suspected to be engaged in any activity against national security, no mail cover shall remain in effect for more than 30 days. At the expiration of such period, or before, the requesting authority may be granted additional 30-day periods under the same conditions and procedures applicable to the original request. No mail cover shall remain in force longer than 120 days, unless personally approved for further extension by the senior military official who has responsibility for postal operations within the major overseas command.

9. Random Inspection Mail bags and parcels in an overseas military postal facility are subject to random inspection by fluoroscope or other reasonable technological or natural aids, such as metal detectors and narcotics detection dogs, in accordance with Military Rule of Evidence 313 (b), or 314 (c) (reference (p)), if applicable when ordered by an official authorized to issue a search authorization under paragraph 908.6.a(2), above. If there is a reasonable suspicion that unlawful weapons, contraband (including unlawful drugs), or other evidence of crime are contained in a particular mail bag or parcel, such official may authorize the opening of all mail bags and inspection by fluoroscope or other reasonable technological or natural aids, but not the opening of individual letters and parcels. Mail matter may not be opened or read, except under the provision of paragraph 908.2.

#### 10. Foreign Customs Inspection of U.S. Mail Overseas

a. Relationship with Host Country Customs Authorities If a host country seeks to inspect MPO mail in the host country, DoD officials shall

bring DoD mail security procedures to the attention of host country authorities with a view towards demonstrating to them the adequacy of DoD inspection procedures. Military postal authorities may permit host country authorities, in accordance with the host country's laws, to inspect, search, or seize MPO mail in the host country, unless an applicable SOFA or other agreement of understanding exempts such mail from inspection, search, or seizure by the host country. A staff judge advocate or legal officer shall be consulted to determine U.S. rights and obligations under DoD policy and international law. An MPC shall be present when host country officials inspect or in any way detain the mail. An MPC shall not disclose any information about mail submitted for clearance, or that is otherwise in the clerk's custody, except under the policy herein. If mail is searched and does not contain contraband, a letter explaining the circumstances shall be enclosed in the rewrapped parcel.

b. Submission of Mail to U.S. Military Officials To the extent that an applicable SOFA or other agreement or understanding exempts any or all categories of mail from customs clearance by host country officials in exchange for an undertaking by the United States to open and examine such mail for purposes of customs clearance, MPC's may submit such mail to military officials for customs clearance. These military officials may not read, or allow any other person to read, divulge, or transfer to any other person any correspondence contained in sealed mail, unless such action is authorized under a search warrant or authorization as described in subsection 908.6., above. The military officials referred to in this paragraph are DoD military members or civilian customs inspectors authorized in accordance with the international agreement to perform this function.

11. Seizure Reports The postal activity supervisor shall submit written seizure reports to the Military Service's senior postal official, who has responsibility for postal operations within the major overseas command and to MPSA on all mail confiscated under provisions of this paragraph within 15 days of the seizure. The addressee also shall be notified of such a seizure unless the official who executed the warrant or authorization presents an order, issued by the same official who issued the warrant or authorization, to delay the notification. In that event, the notification of seizure shall be delayed in accordance with the order.

a. Mail Seizures by Military Authority Reports resulting from actions described in paragraph 908.6.b.(3) shall include a copy of the receipt or inventory and a copy of the warrant or authorization.

b. Mail Seizures by Host Country Officials If mail is confiscated by a host government while in MPS channels, the postal activity supervisor shall attempt to obtain a receipt for the article or articles and notify the addressee of the seizure. If only a portion of the mailing is seized, a letter of explanation shall be enclosed in the rewrapped article. Reports involving accountable mail shall include the following information;

- (1) Accountable number.
- (2) Sender's name and address.
- (3) Addressee's name and address.
- (4) Post office of origin.

(5) Description of items.

c. Return Receipt Endorsements If the cover of domestic mail has been endorsed and stamped to show that the sender has requested and paid for a return receipt, the sender shall be notified of the seizure of the mail under the search warrant, search authorization, or under authority of the host government by an endorsement to that effect on the return receipt, or on a duplicate if the original receipt is taken. The receipt shall be dispatched as soon as possible unless the official executing the warrant presents an order, issued by the same official who issued the warrant or authorization, to delay the dispatch. In that event, the dispatch shall be delayed in accordance with the order.

d. Office File Copies One copy may be retained by the office responsible for submitting the report, but no information in the report shall be disclosed, except in accordance with postal regulations authorizing such disclosure.

909. REFUNDS OF POSTAGE AND RETAIL SERVICE FEES When postage and special or retail service fees have been paid and no service is rendered, or when the amount collected was in excess of the lawful rate, the postage customer may apply for a refund (allowable and unallowable refunds are addressed in the DMM, Part 147.22 and Part 147.23). When a patron has a claim for refund of postage and fees, the following procedures will be used at all MPOs/FPOs to obtain payment for the patron:

1. Assist the patron in preparation of PS Form 3533, "Application and Voucher For Refund of Postage and Fees." Attach to the PS Form 3533 the envelope or wrapper, or the portion of the wrapper having the names and addresses of sender action and addressee, cancelled postage and postal markings, or other evidence of payment of the amount of postage and fees for which a refund is desired.

2. Prepare the PS Form 3533 and supporting documentation and forward to the mail classification center serving the MPO (local payment as indicated in the DMM is not authorized at MPO/FPOs):

- (a) MPOs served by the Postmaster, San Francisco:  
Mail Classification Office  
GMF Room 303  
San Francisco, CA 94188-9599

- (b) MPOS served by the Postmaster, New York:  
Accountable Paper Depository  
GPO/JAF Building, Room 312  
New York, N.Y. 10194-9615.

3. Ensure claims for refund of postage and retail services are only accepted from the mailer. MPOS should assist patrons who are the addressees in the preparation of the claim and advise them it must be filed by the mailer.

910. ACCEPTANCE OF PERSONAL CHECKS

1. MACOM postal commanders may authorize MPO's to accept personal checks from patrons to pay for postage and postal services. When authorized by the MACOM postal commander, procedures in Chapter 5, paragraph 501.8, shall be utilized.

2. Returned Check Procedures.

a. USPS will process all returned checks as a FAM and send to MPSA .

b. MPSA will process the FAM action and forward to the MACOM postal activity, who will be responsible for instituting collection procedures. The MACOM postal activity shall institute the same procedures as utilized by AAFES or NEX for NSF checks.

c. Upon receipt of the FAM action from MPSA, the MACOM postal activity shall:

(1) Send a letter to the individual with a copy to the unit commander.

(2) If no response is received after 15 days, send a letter to the unit commander.

(3) If no response is received after 15 days from the date of the letter to the unit commander, send a letter outlining efforts to the next higher commander in the member's chain-of-command requesting assistance. This letter should contain the following information:

(a) Acceptance of personal checks at MPO's is a MACOM initiative to improve service to the command, and continuance of this program is contingent upon support of unit commanders.

(b) Collection efforts have not been successful due to non-response of the unit commander concerned.

(c) Non payment of NSF checks is a direct loss of revenue to the United States Postal Service.

(4) No later than 20 days following 2nd request for payment the MACOM postal commander shall:

(a) Return the uncollected FAM to MPSA with a letter explaining efforts to collect NSF check and that he has determined that restitution/collection can not be made (valid reasons for nonpayment are i.e. , discharged, PCS, etc.). Non response from unit commanders shall not be used as justification for a determination that restitution/collection can not be made.

(b) NSF check writer's SSN will be added to the AAFES, NEX, and postal bad check lists at all MPO's upon determination that restitution can not be made. Individual will be prevented from writing a check at MPO facilities for not less than 2 years should this occur.

